

MedStar Market

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	State
MEDSTAR FRANKLIN SQUARE MEDICAL CENTER	MD
MEDSTAR UNION MEMORIAL HOSPITAL	MD
MEDSTAR GOOD SAMARITAN HOSPITAL	MD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.



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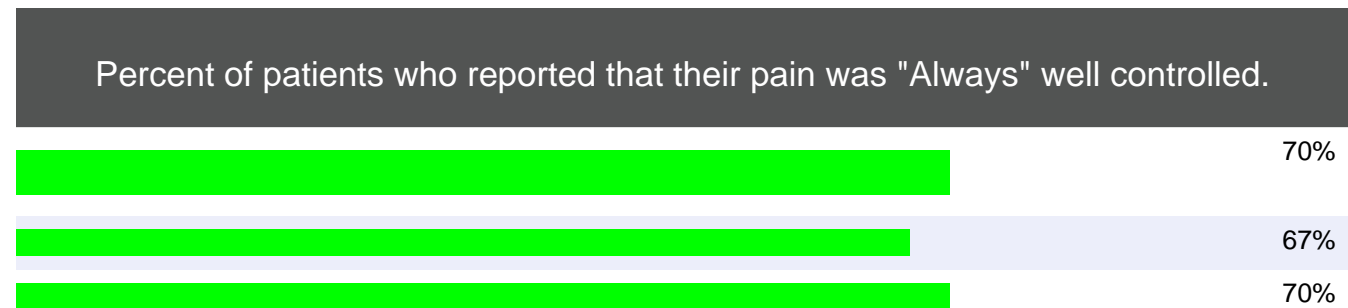
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



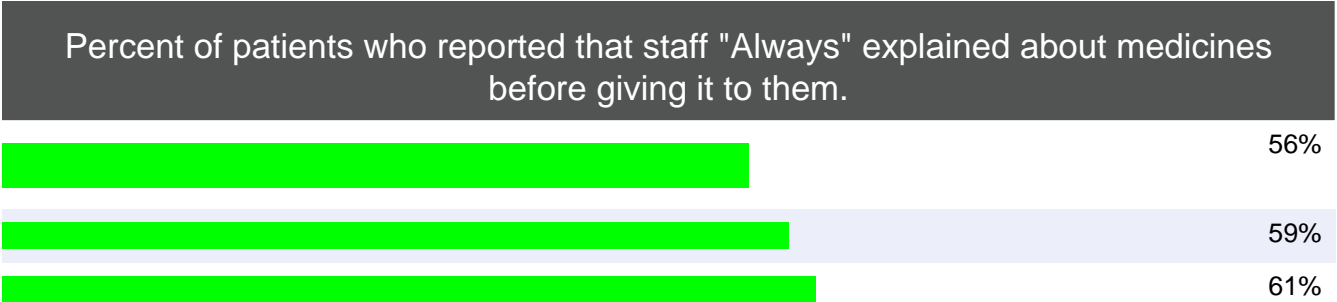
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



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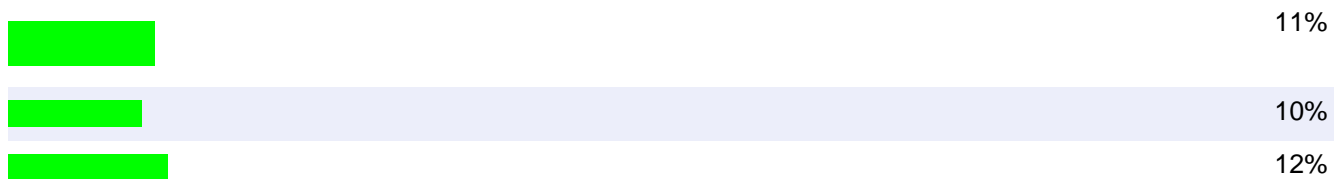
Percent of patients who reported that their room and bathroom were "Always" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



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Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.



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Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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Number of Completed Surveys




300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
 29%	
 33%	
 29%	